



TRAVEL COORDINATOR

The U.S. Embassy in Canberra is seeking an individual for the position of Travel Coordinator in the General Services Office.

Salary: \$71,819 p.a.

Hours: Full time 40hours/week

All applicants must address the selection criteria detailed below with specific and comprehensive information supporting each item.

1. Completion of Higher School Certificate (Year 12) is required.
2. At least five years of progressively responsible work experience involving independent negotiation, external liaison, research and project management is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. A current driver's license is required
5. Ability to communicate at a professional level with high level Australian Government officials and hotel representatives is required.
6. Familiarity with Microsoft Office Suite and internet search procedures is required.

For further information and the selection criteria please refer to the [duties and responsibilities statement](#).

Forward letter, response to the selection criteria, and resume to the Regional Human Resources Office, American Embassy, Moonah Place, Yarralumla, ACT 2600 or via email to: usaembrhro@state.gov by **November 23, 2012**.

Hand delivered applications cannot be accepted. Offers of employment are subject to medical and security clearances.

Note: Only short listed applicants will be contacted regarding the next phase of the selection process. To those applicants not short listed, we extend our appreciation for considering the US Government as a potential employer.

The U.S. Government is an Equal Opportunity Employer and maintains a drug free work environment.

POSITION TITLE: TRAVEL COORDINATOR	POSITION GRADE LE-8 (STARTING SALARY A\$71,819)
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DUTIES AND RESPONSIBILITIES

Basic Function of the Position

The Travel Coordinator is part of the Procurement, Contracting & Travel section and assists the Procurement, Contracting & Travel Supervisor in providing travel and visit support to the offices and agencies served through ICASS. The Travel Coordinator is the Contracting Officer's Representative (COR) for Mission Australia's Travel Management contract. S/he works directly with the S/GSO and senior personnel responsible for managing visits totaling over 8,000 room nights per year. S/he also assists the Procurement, Contracting & Travel Supervisor and the S/GSO with overall travel operations and policy, including close coordination with the Travel Management Center. The incumbent is also the lead for Post's Blanket Purchase Agreement (BPA) program.

Major Duties and Responsibilities

The Travel Coordinator is required to undertake the full range of day-to-day activities associated with the travel, visit and event functions and, as such, must be fully conversant with the roles performed by his/her senior colleagues, providing full cover in all activities related to travel and VIP visits when required to do so. At time of significant visitor volume and/or staff shortage, s/he will be expected to independently provide the full range of services and to cover in all respects the assigned duties of his/her colleagues.

(A) VISIT & EVENT MANAGEMENT (30%)

The Travel Coordinator is the primary logistical coordinator for VIP visits in Canberra. The incumbent provides full support to the Procurement, Contracting & Travel Supervisor, the S/GSO and senior Mission personnel on issues related to visits for all official delegations such as the President, Secretary of State and other members of the Cabinet, Members of Congress, and ranking military officials and will be one of the first points of contact for all visits. As directed, s/he will support official visits in coordination with representatives from the Commonwealth of Australia, track eCCs, liaise with hotels, and be the first point of contact to facilitate additional needs of visitors such as cell phones and hire cars.

The incumbent performs the following functions:

- Coordinates and manages Mission support for events (e.g., 4th July, 9/11

Commemoration);

- Coordinates administrative tasks for official visits (ranging from the President and Secretary of State and other senior US Government officials to congressional delegations) including, but not limited to: transportation, hotel and facilities reservations and arrangements, control room arrangements, communications, office equipment, expediter services, domestic and international travel, tourist activities, and access to airport VIP lounge;
- Works with high-level private sector contacts and has responsibility for logistical arrangements for TDY visitors, as requested by clients;
- Independently initiates and monitors short and long term planning for TDY visits to ensure the most effective use of Mission resources;
- Maintains, updates, and publishes the official Mission Australia Preferred Hotel List. Maintains agreements with hotels in Australasia. Negotiates with major hotel brands for preferred USG rates.
- Coordinating closely with the GSO Travel & Transportation, the incumbent schedules expeditor services to meet event-visit requirements of individuals and client agencies,
- Coordinates closely with various hotels in Canberra and throughout Australasia to meet the needs of official visitors as defined by control officers and client agencies.

(B) TRAVEL MANAGEMENT (35%)

The Travel Coordinator provides assistance to the Procurement, Contracting & Travel Supervisor, S/GSO and the Travel Management Center (TMC) to ensure that the office understands and adheres to USG travel regulations (FTR & FAM) and local travel policies and provides travel that is both direct and most economical to the USG and the traveler. S/he is the Contracting Officer's Representative (COR) for Mission Australia's Travel Management contract. S/he audits fare calculations and itineraries prepared by the TMC to ensure that the best fares are used and that the itinerary matches the Travel Authorization correctly. The incumbent knows fully the operations of E2 and holds "super arranger" status for Mission Australia in order to assist with any travel issues related to E2 and serves as a first point of contact "help desk" for such issues. The incumbent works closely with the Procurement, Contracting & Travel Supervisor, S/FMO and S/GSO on travel related financial issues inclusive of fiscal data tracking, TMC ticket fee tracing, monthly ticket issuance reconciliation, and ICASS workload counts. The incumbent will also be responsible for the management reporting to include, but not limited to, periodic premium class travel reports and annual travel expenditure and route reports.

(C) PROCUREMENT (25%)

The Travel Coordinator manages the Blanket Purchase Agreement (BPA) requirements for the Procurement and Contracting Office utilizing the Ariba module within ILMS. Serve as primary point of contact with requestors, FMC, authorized callers and vendors for BPAs. Maintain hard-copy files and electronic logs in good and accurate order.

(D) CUSTOMER SERVICE REPRESENTATIVE (10%)

Reporting to the Supervisory General Services Officer, the incumbent is responsible to organize and conduct statistical and data analysis of the GSO portfolio, including research pertaining to quality improvement, efficiency, customer satisfaction, work order request status, CMI metrics, ICASS service delivery; will create/develop management reports with support. The data & reports generated will contribute to strategic decision making and organizational operational planning.

(F) OTHER DUTIES

The Travel Coordinator reports directly to the Procurement, Contracting & Travel Supervisor with frequent oversight from the General Services Officer. The incumbent could be asked to perform other duties as required.

Selection Criteria

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of Higher School Certificate (Year 12) is required.
2. At least five years of progressively responsible work experience involving independent negotiation, external liaison, research and project management is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. A current driver's license is required
5. Ability to communicate at a professional level with high level Australian Government officials and hotel representatives is required.
6. Familiarity with Microsoft Office Suite and internet search procedures is required.

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SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold a Sensitive But Unclassified security clearance.

TO APPLY

Interested applicants for this position must submit the following for consideration of the application:

Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); or

A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix below); or

A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; plus

Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application

Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Regional Human Resources Office
American Embassy
Moonah Place
YARRALUMLA ACT 2600

or via email to: usaembrhro@state.gov

THE DEADLINE FOR APPLICATIONS IS NOVEMBER 23, 2012

The U.S. Mission in Australia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

US Mission Australia maintains a drug free work environment.

APPENDIX

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)
- J. Special Accommodations the Mission needs to provide

K. If applying for position that includes driving a U.S. Government vehicle, provide Driver's License Class / Type

L. Days available to work

M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)

N. U.S. Eligible Family Member and Veterans Hiring Preference

O. Education

P. License, Skills, Training, Membership, & Recognition

Q. Language Skills

R. Work Experience

S. References